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NEW YORK METRO
RETURNED GOODS
PROGRAM
1997
PROPOSAL

Source: https://www.industrydocuments.ucsf.edu/docs/lrcp0000

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RJR RETURNED GOODS
RJR SALES RESPONSIBILITY

- CHECK AND ROTATE <u>ALL</u> STOCK AS CALLS ARE MADE
- PLACE ANY OUTDATED OR DAMAGED PACKS IN CARTON SLEEVES FOR RETURN
- IDENTIFY OUTDATED / DAMAGED CARTONS WITH A RETURN STICKER AND <u>NAME STAMP</u>

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WHAT TO DO AT RETAIL

- SUPPLY LETTER TO ALL RETAIL STORES
- SUPPLY THE RETAILER A COPY OF BOTH RETAIL AND WHOLESALE LETTERS
- <u>REINFORCE THE RETURN POLICY</u>
  - GOOD PRODUCT ONLY IF OVERSTOCK DUE TO ERROR AND PRODUCT CAN BE USED AGAIN BY THE DISTRIBUTOR
  - ONLY OUTDATED PRODUCT APPROVED BY RJR FOR RETURN TO THE DISTRIBUTOR
  - <u>NO PROMOTIONAL / BLACKLINED PRODUCT</u>

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